



Working on  
behalf of

# HS2

## Notice of Thames Water surveys

April 2020 | [www.hs2.org.uk](http://www.hs2.org.uk)

High Speed Two (HS2) is the new high speed railway for Britain.

HS2 are continually reviewing the works on our construction sites in line with Government and Public Health England (PHE) advice on dealing with COVID-19. The Government's current strategy makes it clear that construction activity can continue as long as it complies with this guidance. Please be assured that only sites that can operate within the guidelines are operational. All sites will remain under constant review.

We have postponed all face-to-face engagement events and meetings and have put in place a number of channels to communicate with communities, such as letters and phone calls, as well as updates and alerts from each of the local community websites. You can sign up for regular updates in your local area at [www.hs2inillingdon.co.uk](http://www.hs2inillingdon.co.uk)

### Your Thames Water update

Thames Water are carrying out work to investigate the condition of the main sewer near The Soldier's Return Pub and outside the Ickenham Green Allotments. This will involve digging trial holes to help us to determine what work we will need to carry out, in preparation for the construction of the new HS2 railway.

### How you are affected

From 11 May we will be working in the area for up to eight weeks.

We will be digging holes in the footpaths and surrounding areas. We will need to close the footpath to carry out the work and diversions will be in place. Our staff will be on site at different times of the day.

### Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the below details and quote the reference number: **BB 972617**.

**Phone: 0800 316 9800 (our lines are always open) Email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**

## Notification



### Duration of works

We will be carrying out surveys at The Greenway for up to eight weeks from 11 May

### Hours of working

Our core working hours are Monday to Friday 8am to 6pm

### What to expect

We will be digging holes in the footpaths and surrounding areas

Footpaths will be closed, and diversions will be in place

There will be no disruption to your wastewater services during the surveys

**If you have a question about HS2 or our works, please contact our helpdesk on 08081 434 434 or email [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)**

# Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

## Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.

[www.gov.uk/government/publications/hs2-residents-charter](http://www.gov.uk/government/publications/hs2-residents-charter)

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:

[www.gov.uk/government/collections/hs2-ltd-residents-commissioner](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at: [residentscommissioner@hs2.org.uk](mailto:residentscommissioner@hs2.org.uk)

## Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:

[complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

## Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:

[www.gov.uk/government/collections/hs2-property](http://www.gov.uk/government/collections/hs2-property)

Find out if you're eligible for compensation at:

[www.gov.uk/claim-compensation-if-affected-by-hs2](http://www.gov.uk/claim-compensation-if-affected-by-hs2)

## Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:

[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)

## Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:



Freephone **08081 434 434**



Minicom **08081 456 472**



Email **[hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit:

**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.**

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice

<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

Location of bore holes ●

